

## EVENT NOTIFICATION

**To:** Qwest Wholesale Customers  
**From:** Qwest IT Wholesale Systems Help Desk  
**Date:** November 22, 2002  
**Subject:** System Event Notification

☐ Initial

☒ Update

☐ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

Ticket Number: ~~6093337~~ Ticket Severity: 3  
6094187

Database Ticket:

Event Onset

Description of Trouble: CLECs may receive FOCs that contain missing APP times on conversation LSRs.

Time: 4:17 MTN

Business Impact: CLECs may experience delays in receiving corrected FOCs.

☐ AM ☒ PM

Work Around: The Qwest ISC will be reissuing CLEC FOCs.

Date: 11/21/02

System/Application/  
Process:

IMA-GUI	<input checked="" type="checkbox"/>
IMA-EDI	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: hh:mm MTN ☐ AM ☐ PM Date: 11/26/02

Event Closure Resolution:

Time: hh:mm MTN

☐ AM ☐ PM

Date: mm/dd/yy

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.